

TECHNOLOGY STANDARDS

Category:	ITC Number: ITC-WEB-0505 If Approved in January
Subcategory:	Name: Privacy, Use of Cookies and user information collection
Definition:	Privacy refers to the anonymity of a visitor to a web site and to the data which may be collected from that user which might affect said anonymity. Cookies are used to track user information across several web pages or web sessions.
Justification:	Agencies may use cookies to improve the experience or service for visitors to a web site. Agencies may also need to collect information from users, either through forms that the visitor purposefully submits or through data received from the browser for general statistical purposes.
Specifications:	<p>An example where cookies might be used to track usage is an end user training service. Cookies can be used to track student progress and automatically connect them to the next lesson. They can also allow for user customization of their browser environment.</p> <p>Visitors may deliver personal data when they complete forms to receive information or services from an agency. Most web server software collects a certain amount of non-personal data about a visitor's browser and session for server statistics, used by agencies to track the usefulness of pages on their sites.</p>
Recommendations:	<p>Privacy Notice</p> <p>State web sites should have a Privacy Notice with a link prominently displayed on the home page. The notice should explain what information may be collected from the user, how it may be used, and under what circumstances it might be shared. An example is at http://www.wv.gov/lib/statement.htm</p> <p>Cookies</p> <p>There should be a notification to the user that the application utilizes a cookie – for privacy and in case the user has “cookies” turned off in their browser settings. It is recommended that the cookie should die at the end of the browser session and there should be a built-in session time-out.</p> <p>Cookies Notice – “This site uses a technique known as cookies to provide better services to our users. If you object to this use of cookies, you may wish to exit the web site at this time.”</p> <p>User Information Collection</p> <p>Organizations should be careful in collecting information from users. Web site users should be notified of any user information collection activities and the purpose for its use.</p>

<p align="center">- Area -</p> <p> <input checked="" type="checkbox"/> Internet/Intranet <input type="checkbox"/> Network <input type="checkbox"/> Operating <input type="checkbox"/> Data Standard <input type="checkbox"/> Security </p>			
List Keyword or Metadata:	Internet, Web, Privacy, Cookies		
Provide the Status of this technology area: <input checked="" type="checkbox"/> Under Review <input type="checkbox"/> Rejected <input type="checkbox"/> Accepted			
Audit Trail			
Creation Date:	<u>10/25/04</u>	Date Accepted/Rejected by Standards:	<u>12/1/04</u> Date Accepted/Rejected by ITC:
Reason for Rejection:			
Last Date Updated:		Date Last Reviewed:	
Reason for Update:			
Updated By:			
Web Location:	Please Add		
Purchasing Standard:		Date of Purchasing Standard:	